

**SOUTHERN CALIFORNIA GAS COMPANY**  
**2013 Annual Privacy Report**  
**(ENERGY DIVISION DATA REQUEST-1)**

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**QUESTION 1-1:**

In Section III, SoCalGas reported its response that the number of demands received for disclosure of customer data pursuant to legal process was 15, and that the number of customer records affected by these requests was 15.

Please describe the nature of these demands for customer records via legal process and describe what type of process or procedure was involved (i.e., criminal investigation, civil proceeding, grand jury investigation, divorce proceeding, immigration, drug enforcement, homeland security, etc).

- a) Please identify the agency, department, or other entity which made the demands for disclosure.
- b) Please describe the nature and extent of information that was sought. And whether the request was for residential or commercial customer account data.
- c) Please describe whether SoCalGas provided all of the information being sought, or whether a portion was not released, and the stated reason for nondisclosure.

**RESPONSE 1-1:**

a) The demands for disclosure were received from the following:

- 1. Individual (Divorce Proceeding)
- 2. Individual (Civil Proceeding)
- 3. California Franchise Tax Board
- 4. California Franchise Tax Board
- 5. Department of Homeland Security
- 6. State Board of Equalization
- 7. State Board of Equalization
- 8. State Board of Equalization
- 9. State Board of Equalization
- 10. State Board of Equalization
- 11. State Board of Equalization
- 12. State Board of Equalization
- 13. State Board of Equalization
- 14. State Board of Equalization

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15. State Board of Equalization

- b) The following explains the nature and extent of information that was sought in the 15 demands and whether the request was for residential or commercial customer account data.

1. Individual (Divorce Proceeding)

Residential Customer.

Records related to residential customer including credit application, application for service, billing statement, and evidence of payment.

2. Individual (Civil Proceeding)

Commercial Customer.

Account records related to a commercial customer and the names and contact information of each business entity and individual receiving utility services at the customer's address.

3. California Franchise Tax Board

Residential Customer.

Records related to a residential customer including the date service was first requested, name of the individuals responsible for payments, billing address and phone numbers of the individuals responsible for payments, copies of the last two checks received or the name of the banking institution used for electronic payment.

4. California Franchise Tax Board

Residential Customer.

Records related to a residential customer including the date service was first requested, name of the individuals responsible for payments, billing address and phone numbers of the individuals responsible for payments, copies of the last two checks received or the name of the banking institution used for electronic payment.

5. Department of Homeland Security / Immigration and Customs Enforcement

Residential Customer.

Records related to residential customer including application for service, date of installation, billing records, method of payments, billing address or residence address.

6. State Board of Equalization

Commercial Customer.

Account records related to a commercial customer including application for service, copies of statements, account receivable ledger, tenant ledger, and, if available, copies of checks used to

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make payments, current file information including service address, mailing address, phone numbers payment method and name of bank.

7. State Board of Equalization

Commercial Customer.

A commercial customer profile including history of payments made and if available, copies of cancelled checks used to pay their utility bill.

8. State Board of Equalization

Commercial Customer.

Account records related to a commercial customer including application for service, copies of statements, account receivable ledger, tenant ledger, and, if available, copies of checks used to make payments, current file information including service address, mailing address, phone numbers payment method and name of bank.

9. State Board of Equalization

Commercial Customer.

Account records related to a commercial customer including application for service, copies of statements, account receivable ledger, tenant ledger, and, if available, copies of checks used to make payments, current file information including service address, mailing address, phone numbers payment method and name of bank.

10. State Board of Equalization

Commercial Customer.

A commercial customer profile including history of payments made and if available, copies of cancelled checks used to pay their utility bill.

11. State Board of Equalization

Commercial Customer.

Account records related to a commercial customer including application for service, copies of statements, account receivable ledger, tenant ledger, and, if available, copies of checks used to make payments, current file information including service address, mailing address, phone numbers payment method and name of bank.

12. State Board of Equalization

Commercial Customer.

Account records related to a commercial customer including application for service, copies of statements, account receivable ledger, tenant ledger, and, if available, copies of checks used to make payments. If copies of payments were not available, the demand to furnish information also seeks a record of payments made including liability periods, date of payments and

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amounts received; current file information including service address, mailing address, phone numbers, payment method, and name of bank; copies of any documents signed by owners/officers/agents of the corporation; and credit application along with a list of officers associated with the account.

13. State Board of Equalization

Commercial Customer.

Account records related to a commercial customer including application for service, copies of statements, account receivable ledger, tenant ledger, and, if available, copies of checks used to make payments, current file information including service address, mailing address, phone numbers payment method and name of bank.

14. State Board of Equalization

Residential Customer.

Account records related to a residential customer including gas bill payment method, detailed bank information, copies of cancelled checks used to make payments, and an account profile.

15. State Board of Equalization

Commercial Customer.

Account records related to a commercial customer including payment history and the application for service.

- c) SoCalGas endeavors to respond to requests as fully as possible as long as the legal process request complies with legal requirements (e.g., a civil proceeding must include a Notice to Consumer). SoCalGas, however, may not have all documents or information requested. In these 15 instances, SoCalGas was able to respond to the demands with the requested information, save requests for credit applications (credit applications were not available). . Generally, legal process requests are satisfied by providing the account information contained in its Customer Information System. In the past, as is the case in these 15 instances, providing the customer account information resulted in certain weekly or monthly usage data being released. Attached is a sample of the types of documents, containing usage information, that were released in these 15 instances.

SoCalGas now redacts usage information when a legal process request can be satisfied without customer usage information. If customer usage information is specifically requested, SoCalGas will provide the customer the requisite notice. If the requesting agency also includes in its legal process request a request that the customer not be notified, SoCalGas will inform the requesting agency that a notice to the customer must be made prior to providing any information.



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